

Product Support Bulletin

Subject: 24 Pin Printer Error and Beep Codes

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Epson printers issue beep tones when certain error conditions exist. Those beeps can assist you in locating and repairing customer's printers. The following error codes are listed by product name.

NOTE: Most of the beeps issued by the printers are of .1 second duration with a .1 second pause between beeps. Where the beeps or the pauses are longer, it has been noted in the text. The description "3 Beeps x 2" means two sets of three beeps.

LQ-200/AP-3000

1 beep:	BEL code
1 beep:	A Control Panel setting is accepted.
3 beeps:	Paper End detected
5 beeps:	Abnormal carriage movement
On-Line light is flashing:	Printhead is over heated. Carriage will stop until the printhead cools down.

LQ-500, LQ-510, LQ-1010, LQ-850, LQ-950, LQ-1050, L1000, AP-4000, AP-4500

1 beep:	BEL code (.5 sec beep)
1 beep:	A Control Panel setting is accepted
3 beeps:	Paper End detected
5 beeps:	Abnormal carriage movement

LQ-800, LQ-1000, L750

1 beep:	BEL code
1 beep:	A Control Panel setting is accepted
3 beeps:	Paper End detected
5 beeps:	Abnormal carriage movement (.5 sec. pause between beeps)
5 beeps:	+35V supply is abnormal

LQ-860

1 beep:	BEL code (.5 sec. beep)
1 beep:	A Control Panel setting is accepted
3 beeps:	Paper End detected
5 beeps:	Color select mechanism error (.5 sec. beep, .5 sec between beeps)
5 beeps:	Abnormal carriage movement (.5 sec. beep, .5 sec between beeps)
5 beeps:	CG ROM failure (.5 sec. beep, .5 sec between beeps)

LQ-1500

1 beep:	BEL code
5 beeps:	Paper End detected
5 beeps:	Abnormal carriage movement (.5 sec. pause between beeps)

LQ-2500

NOTE: Printers with LCD displays use error messages along with beeps to inform the user of problems. The following messages will help you to troubleshoot problems.

A blank LCD screen with the Power-on LED lit can be caused by a bent pin on one of the PROMs or jumper J1 may be set incorrectly.

1 beep:	BEL code
5 beeps:	Abnormal voltage-
5 beeps:	Abnormal carriage movement (.5 sec. pause between beeps)

LQ-2500 LCD Codes:

00	Invalid ID request to CGROM
03	EEROM read/write error
10	Abnormal carriage movement

LQ-2550

1 beep:	BEL code
3 beeps:	Paper End detected
5 beeps:	Abnormal carriage movement (.5 sec. pause between beeps)
5 beeps:	Platen Gap adjustment error (.5 sec. pause between beeps)
5 beeps:	Case open

LQ-2550 LCD Codes:

00	(1) The font could not be found. The printer's internal program could not find the target font.
	(2) Missing or damaged 7A ROM
02	Internal ROM check does not match. The versions may have been mixed.

LQ-2550 cont.

- 03** A 'Verify After Write' check to the SRAM has failed. The SRAM could be bad.
- 10** This is a motor control error. Four possible areas of failure are:
 - a. CR home condition not detected at power up
 - b. Platen gap motor HP not detected correctly
 - c. Friction/Tractor feed switching error
 - d. Physical obstruction such as a jammed ribbon
- 11** Skewed paper detect error. Since the initial reading upon loading a single sheet paper, the paper has skewed. This is a printhead wire protection feature.
- 12** Illegal paper positioning.
 - (1) If the paper is loaded using the knob instead of the LOAD/EJECT switch, this error condition will occur. This is a printhead wire protection feature.
 - (2) PE sensor may have failed or is not connected.
- 20** CPU error. An undefined op-code was detected.

NOTES: Error codes 11 and 12 are usually caused by new operators who are un-familiar with the machine. Both of these errors are corrected by turning the printer off, taking out the paper and turning the printer back on. Both features were added to ensure proper paper handling and prevent paper jams, which can result in printhead failures.

Incorrect jumper settings on the ROMA board may cause errors 10 or 20. The correct settings are documented in the Service Manual (page A-54, figure A-52) and on TIB LQ2550-005.

Errors 0,2, 3, 10, and 20 may require a repair, adjustment or replacement.